

Provider Directories

The Health and Human Services Commission's (HHSC's) Enrollment Broker, MAXIMUS, recently sent a notification requesting MCOs to provide hard-copy provider directories for members enrolled in their health plans for the fourth quarter of fiscal year 2016. MCOs should fulfill the Enrollment Broker's request and continue to provide hard-copy directories for the remainder of fiscal year 2016.

Senate Bill 760, 84th Texas Legislature, Regular Session, 2015, requires MCOs to post provider network directories on their internet website, as well as a direct telephone number and email address for members to contact if they need assistance identifying in-network providers and available services. The bill also directs MCOs to only send a paper form of the organization's provider network directory to members enrolled in the STAR program if requested by the member.

Effective for the first state fiscal quarter of 2017 (which begins September 1, 2016), MCOs will no longer be required to provide hard-copy provider directories to members receiving STAR services unless the member requests to receive the directory in paper form. Medicaid managed care contracts and the Uniform Managed Care Manual will be amended to reflect these changes. Additional information will be provided to MCOs through this process. A separate communication will be sent by HHSC to the Enrollment Broker to notify them of this change to distributing provider directories.

For questions please contact Joey Reed at joey.reed@hhsc.state.tx.us and copy your health plan management team.